



A u s t i n
Nature & Science Center



Online Registration:

The Austin Nature & Science Center now offers online registration for the our programs.

Online registration is strongly encouraged. Customers may review online results immediately as online registration is completed in real time. Walk-in, fax-in and mail-in registration will only be completed as they are entered into the system by staff which will take longer.

How do I access online registration?

Directly access the Austin Parks and Recreation registration website at www.austintexas.gov/parksregister , or visit ANSC's website and use the "online registration" link. For information on how to register online and set up an account please go to <http://www.austintexas.gov/page/online-registration> . If you need additional assistance you may also call ANSC front desk staff at 512-974-3888.

Cancellation and Refunds:

Program attendance is the responsibility of the participant. Failure to attend does not entitle a participant to a transfer, make-up, prorated, or refund. We will issue a full refund, minus a \$35 non-refundable deposit, upon receipt of a written cancellation request received at least seven days before the start of the semester. You may email your cancellation request to anscprograms@austintexas.gov. If the program fee is \$35 or less, half of the fee will be refunded. No refunds are issued for registrations that are cancelled without seven days advance notice in writing to ANSC.

Refunds are issued to the charging credit card. If payment was made by check, the City of Austin will issue and mail a refund check within 4 - 6 weeks. To avoid waiting for a refund, consider paying by credit card. All checks sent to ANSC must be processed. There is a \$25 cash fee on all returned checks.

Overview of Registration Process

Please visit www.austintexas.gov/page/online-registration for more details.

1. First, determine if you already have a customer household account created by staff. If you have participated in Parks and Recreation programs before, you may already have an account. If the system associates a current account with your contact information, check to see if the information pertains to your household and if the information is correct. Do not create a new household if you already have an account.
2. Go to the Austin Parks and Recreation online registration website: www.austintexas.gov/parksregister.
3. Browse the Homeschool listings.
4. Register for your desired program(s).
5. **Pay in full with a credit card.**
6. Your receipt will be sent to the email address you provided on your account information along with a required youth waiver form, which must be turned in on the first day at sign in at the first program. Please check your spam folder.
7. Should you need to change or cancel your program, contact ANSC's registration office to make the request. Please review the program registration policies regarding refunds, transfers, and other important registration and participation information.